

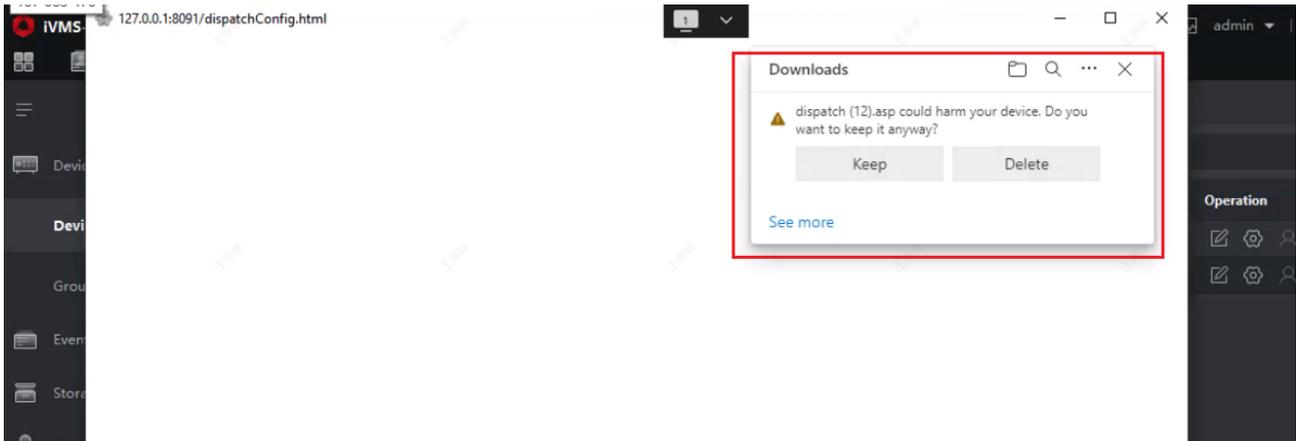


**Solution for iVMS4200 V3.7.0.5+KD8003
remote configuration open failed issue**

We always recommend to use the latest version iVMS, please download from official website:
<https://www.hikvision.com/en/support/download/software/ivms4200-series/>

If you're using iVMS4200 V3.7.0.5 (other version please contact Hikvision technician for help) and cannot open remote configuration of video intercom door station DS-KD8003, you can follow the instruction to solve it.

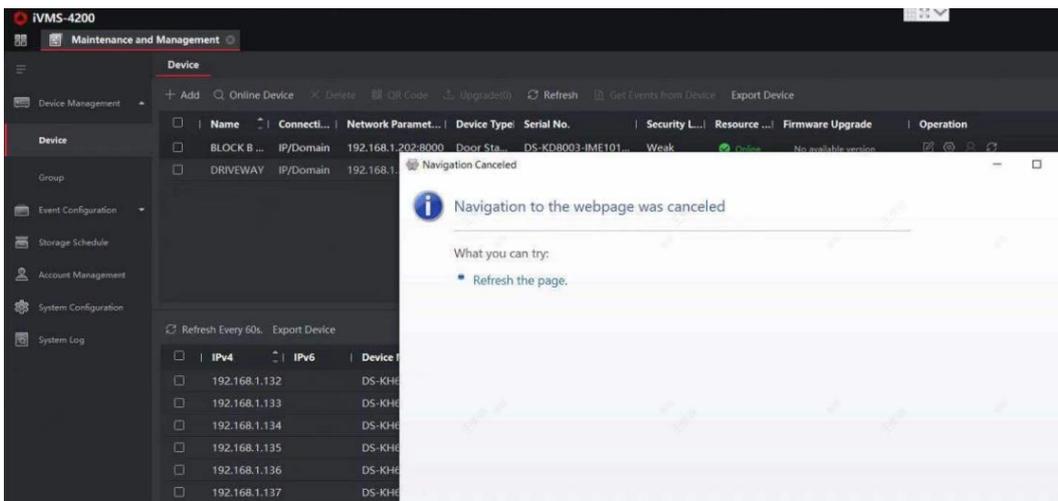
1. If the picture is same as below, it prompt download the dispatch.asp file.



Solution:

- 1) Close iVMS client and exit service server
- 2) Unzip **issue 1 replacement file.zip** and Replace file **ConfigBrowserEdge.exe**, the default path is C:\Program Files (x86)\iVMS-4200 Site\iVMS-4200 Client\Client
- 3) Open iVMS again

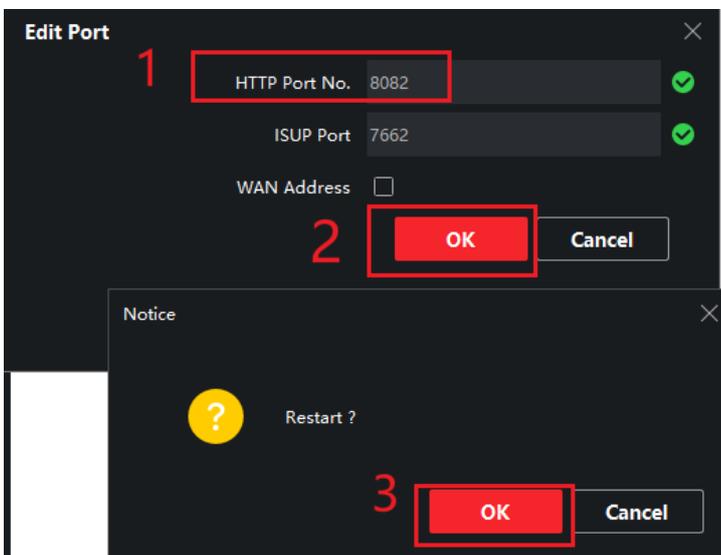
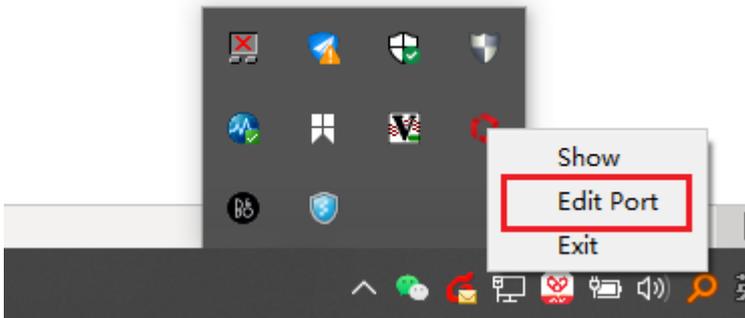
2. If the issue is same as below, showing a blank page.



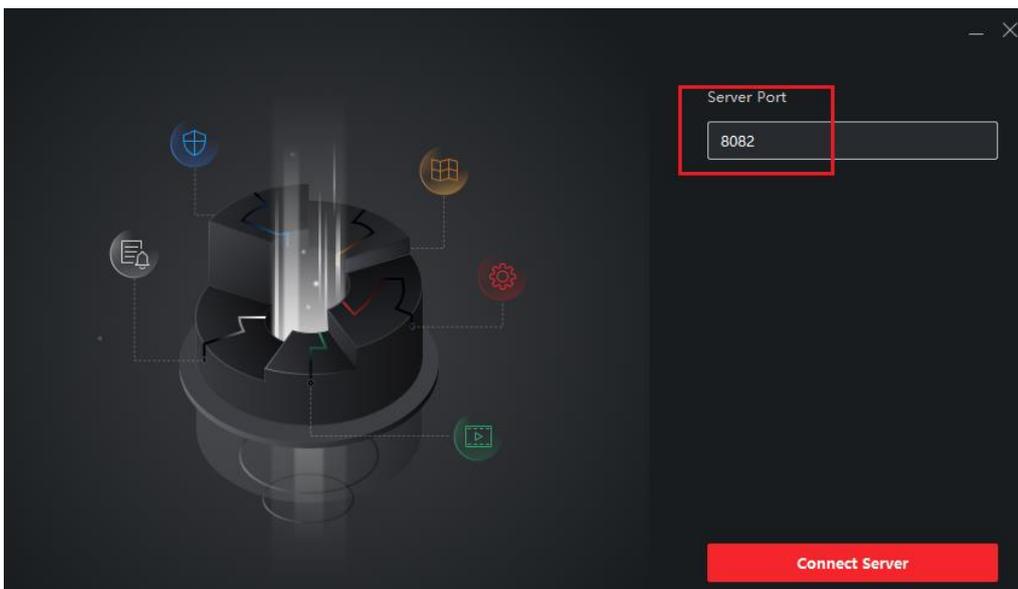
Solution:

- 1) Close iVMS client

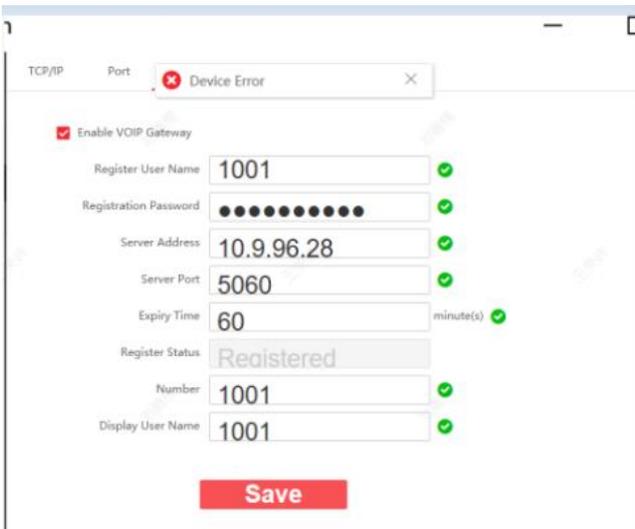
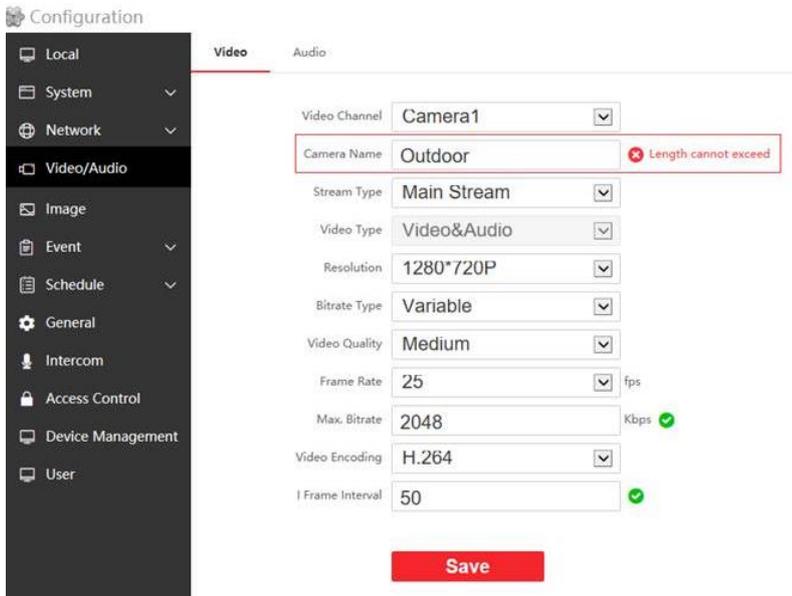
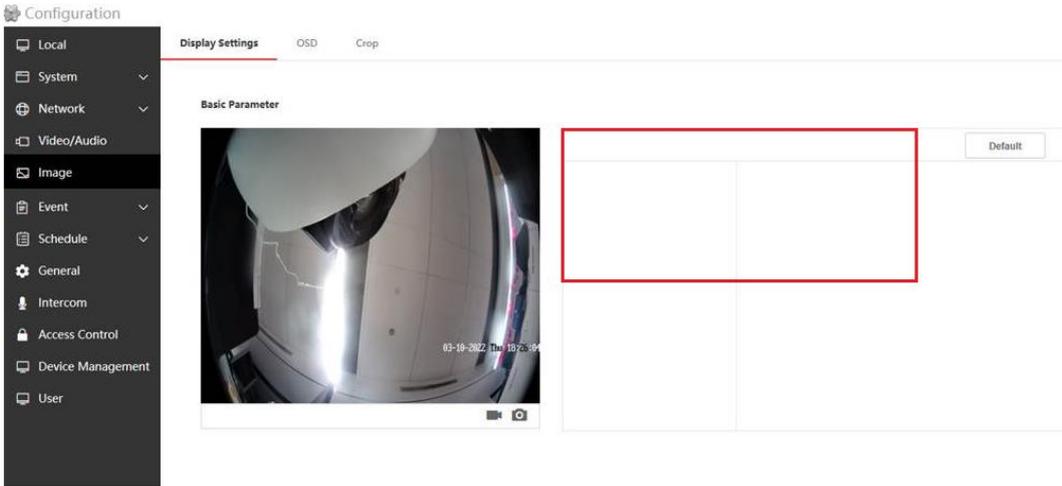
- 2) Right click the icon and Change the port from the server in the down right corner, change it to other value, such as 8081 or 8082, then ok



- 3) login with new port number, then open remote configuration again.

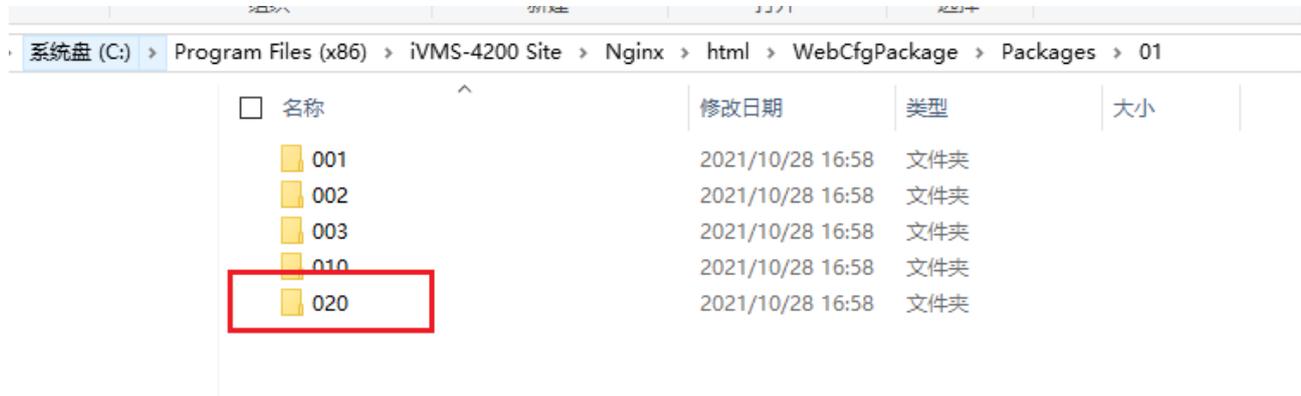


3. Video parameters are disappeared, camera name prompt Length cannot exceed, or SIP parameters cannot be saved



Solution:

1. Close iVMS and exit service server
2. Unzip **issue 3 replacement file.zip** to replace folder 020 in default path: C:\Program Files (x86)\iVMS-4200 Site\Nginx\html\WebCfgPackage\Packages\01\



The screenshot shows a Windows File Explorer window with the address bar displaying the path: 系统盘 (C:) > Program Files (x86) > iVMS-4200 Site > Nginx > html > WebCfgPackage > Packages > 01. The main area shows a table of files and folders. The table has columns for Name (名称), Modification Date (修改日期), Type (类型), and Size (大小). The folder 020 is highlighted with a red box.

名称	修改日期	类型	大小
001	2021/10/28 16:58	文件夹	
002	2021/10/28 16:58	文件夹	
003	2021/10/28 16:58	文件夹	
010	2021/10/28 16:58	文件夹	
020	2021/10/28 16:58	文件夹	



See Far, Go Further